GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

ITE&C Department – Promotion Wing - Andhra Pradesh Neighbourhood Workspace (NWS) Policy 2025–2030 – Operating Guidelines for Implementation – Orders – Issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS

(PROMOTIONS) DEPARTMENT

G.O.MS.No.64 Dated: 30.11.2025

Read the following

Ref:

1. G.O.Ms.No.9, IT,E&C (Promotion Wing) dated: 12.12.2024
2. G.O.Ms.No.52 IT, E&C (INFRA WING) Department, Dated: 11-11-2025
3. G.O.Ms.No.8, IT,E&C (Promotion Wing) dated: 25.04.2025

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ORDER:

In the reference 1, the Government of Andhra Pradesh introduced the Andhra Pradesh Information Technology (IT) & Global Capability Centers (GCC) Policy (4.0), 2024–2029. As part of this policy, the Government conceptualized the innovative idea of "Neighbourhood Workspaces" and announced a range of incentives aimed at attracting investments and promoting remote work across the state.

2. In the reference 2, the Neighbourhood Workspace (NWS) Policy aims to address the existing gaps by providing shared, professionally managed infrastructure that reduces setup costs and ensures reliable connectivity.

3. In the reference 3, the Consultative Committee for the Information Technology and Electronics Industry (CCITEI) is being restructured to effectively implement policies and address issues related to IT, ITeS, electronics, and start-ups. The re-constituted committee will serve as a platform for policy discussions, regulatory support, and industry growth, ensuring alignment with broader economic and technological goals. It will also streamline proposal evaluations and oversee the efficient, timely, and transparent disbursement of incentives.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

BHASKAR KATAMNENI
SECRETARY TO GOVERNMENT

To
The Spl. Chief Secretary to Government, Revenue (CT) Department
The Secretary to Govt., Industries and Commerce Dept.
The VC&MD, APIIC Ltd, Vijayawada.
The Principal Secretary to Government, Finance Department
The Principal Secretary to Government, Energy, I&I Department
The Principal Secretary to Government, MA&UD Dept.
The Director, Industries, Andhra Pradesh
The Director, Employment and Training
The CEO, Andhra Pradesh Economic Development Board
The MD, Andhra Pradesh State Fibernet Limited
The MD, APTS, Vijayawada
The District Collectors and Magistrates of all the districts

Copy to:
The OSD to Hon'ble Minister for Information Technology, Andhra Pradesh
The PS to Principal Secretary to Hon'ble Chief Minister
The LET & F (Employment) Department.
The Law (B) Department
The P.S. to Secretary to Government & CIP
The P.S. to Secretary/Special Secretary to Government, IT, E&C Department
SC/SF

// FORWARDED: BY ORDER //

SECTION OFFICER

ANNEXURE
(Annexure to G.O.Ms.No.64 , ITE&C(Prom Wing) Dept., dated: 30.11.2025)

Operating Guidelines for the Andhra Pradesh Neighbourhood Workspace (NWS) Policy 2025–2030

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1. INTRODUCTION

1.1. The Government of Andhra Pradesh has notified the Andhra Pradesh Neighbourhood Workspace (NWS) Policy 2025–2030, vide G.O.Ms.No.52, Information Technology, Electronics and Communications Department, dated 11.11.2025, to promote hyper- local, professionally managed and digitally enabled workspaces across the State.

1.2. The Policy provides a framework for extending rental support, capital support for interior development and IT hardware, broadband reimbursement, interest subsidy and skill-linked demand generation incentives to eligible Neighbourhood Workspace (NWS) facilities.

1.3. These Operational Guidelines (hereinafter referred to as "Guidelines") are issued to give effect to the Policy and lay down the institutional framework, eligibility conditions, procedures for approval, timelines, documentation requirements, incentive claim procedures and monitoring arrangements.

1.4. These Guidelines shall be read together with the Policy. In the event of any inconsistency, the provisions of the Policy and subsequent Government Orders issued thereunder shall prevail.

1.5. These Guidelines shall apply to all applications lodged under the Policy during the Policy period, that is, five years from the date of notification of the Policy or until a new Policy is announced, as specified therein, and to all incentive claims arising from such applications in accordance with these Guidelines.

2. DEFINITIONS

2.1. "Policy" means the Andhra Pradesh Neighbourhood Workspace (NWS) Policy 2025–2030, notified vide G.O.Ms.No.52, IT, E and C (Promotions) Department, dated 11.11.2025, as amended from time to time.

2.2. "Department" means the Information Technology, Electronics and Communications (IT, E and C) Department, Government of Andhra Pradesh.

2.3. "CCITEI" means the Consultative Committee for Information Technology and Electronics Industry, reconstituted vide G.O.Ms.No.8, IT, E and C Department, dated 25.04.2024, or any committee notified in its place to oversee and implement the Policy.

2.4. "NWS Facility" means a Neighbourhood Workspace that meets the minimum physical and functional standards prescribed in the Policy and these Guidelines and is approved and registered under these Guidelines.

2.5. “NWS Developer” means a legally registered entity that establishes and operates an NWS Facility in accordance with the Policy and these Guidelines.

2.6. “Category A NWS” means an NWS Facility set up in a Government Building. “Category B NWS” means an NWS Facility set up in a Private Building, as envisaged in the Policy.

2.7. “Operational Date” means the date on which commercial operations commence at an NWS Facility, as declared by the NWS Developer in the prescribed format and recorded by the Department after verification.

2.8. “Quarter” means a period of three months of the Financial Year, namely April–June, July–September, October–December and January–March.

2.9. “Eligible Skilling Organisation” means a private organisation or institution that conducts skilling programs at an approved NWS Facility and meets the conditions prescribed in the Policy and these Guidelines for availing skill-linked incentives.

2.10. “Financial Year” means the period from 1 April to 31 March of the next year.

3. INSTITUTIONAL FRAMEWORK AND ROLES

3.1. Information Technology, Electronics and Communications (IT, E and C) Department

1) The Department shall be the administrative department for the Policy and these Guidelines.

2) The Department shall issue necessary Government Orders, notifications and instructions, host and manage the online portal for applications and claims, and administer the incentive fund, subject to concurrence of the Finance Department and availability of budget.

3) The Department shall scrutinise applications, place them before CCITEI, communicate decisions to applicants, and maintain a consolidated database of NWS Facilities, approvals and incentive disbursals.

The Department may establish a dedicated NWS Cell and designate a Nodal Officer for day-to-day implementation and coordination with districts and line departments.

3.2. Consultative Committee for Information Technology and Electronics Industry (CCITEI)

1) CCITEI shall oversee implementation of the Policy and these Guidelines.

2) CCITEI shall examine applications for approval of NWS Facilities with reference to eligibility, infrastructure plans and compliance with the Policy and these Guidelines, and record its decisions, including any additional conditions consistent with the Policy.

3) CCITEI shall periodically review overall progress of NWS Facilities across the State and may recommend procedural improvements for consideration of the Government.

4) In line with Section 7.2 of the Policy, decisions of CCITEI on applications for setting up Neighbourhood Workspaces and on incentives shall be conclusive and binding.

3.3. District Collectors

1) District Collectors shall coordinate identification and earmarking of suitable spaces in Government Buildings for Category A NWS Facilities, in consultation with concerned departments.

2) District Collectors or authorised officers may undertake physical verification of NWS Facilities for purposes of approval, monitoring and verification of incentive claims and extend local facilitation as required.

3.4. Other Departments and Agencies

1) Departments and agencies responsible for power, broadband, municipal services, labour and skilling shall process approvals related to NWS Facilities in accordance with applicable laws and extend facilitation support as requested by the Department.

4. ELIGIBILITY AND APPLICABILITY

4.1. Policy coverage

1) These Guidelines shall apply to NWS Facilities located within the territorial jurisdiction of the State of Andhra Pradesh and approved under the Policy during the Policy period.

4.2. Eligible applicants

1) Subject to the Policy and these Guidelines, the following categories of entities shall be eligible to apply as NWS Developers:

a. Companies, Limited Liability Partnerships,

b. Partnership firms

c. Sole proprietorships.

d. Registered societies, trusts and educational or training institutions.

4.3. Eligibility of NWS Facilities

Table 1: Minimum eligibility conditions for NWS Facilities

Parameter	Requirement
Built-up area	At least 1,000 square feet
Workstations	Minimum 10 dedicated workstations
Internet	High-speed internet or broadband connectivity
Meeting facility	At least one meeting room with minimum 10 seats and VC provision
Video conferencing	Dedicated video conferencing facility
Office equipment	Commercial office-grade printing and scanning facility
Pantry	Mini pantry with basic refreshments
Restrooms	Clean and accessible restrooms, including dedicated restrooms for women
Power	24x7 power supply with adequate backup
Safety	CCTV coverage in common areas, in line with applicable norms
Category A location	Government Building earmarked for NWS use
Category B location	Private premises with appropriate land use or building permission
Tenure of Premises	Valid lease, or ownership for at least 3 years from Operational date

4.4. Mandal-wise coverage and early bird status

1) For the purposes of these Guidelines, and for extending early bird benefits under the Policy, "first NWS in a Mandal" shall mean the first NWS Facility in that Mandal that is approved by CCITEI and becomes operational within the timelines approved

2) If the first approved NWS Facility in a Mandal does not become operational within the prescribed period and CCITEI may cancel the approval. CCITEI may declare the next NWS Facility in that Mandal that becomes operational in accordance with these Guidelines as the first NWS for the purpose of early bird benefits.

3) All interested entrepreneurs shall apply through the online portal with all the relevant data.

4) Along with the information of their organization, they should also submit information of the promoters, net worth of company or promoters (in case its sole proprietor ship)

5) NWS developer may not sub-lease or sell the entity to which the incentive approval has been granted without approval of CCITEI. In case the developer does so after receiving incentives, the IT,E&C department shall levy penalties on the developer, equal to 2 times the incentives disbursed.

5. INCENTIVE STRUCTURE AND CONDITIONS

5.1. Overview

1) Incentives under the Policy shall be extended under the categories summarised below, subject to ceilings and conditions.

Table 2: Summary of incentives under the NWS Policy

S. No.	Incentive category	Beneficiary	Support summary
1	Rental support	NWS Developer	Free or subsidised rent, subject to category and ceiling in Govt Buildings.
2	Interior development support	NWS Developer	One-time capital support for interiors

3	IT hardware and facilities setup	NWS Developer	One-time capital support for IT and related facilities
4	Broadband reimbursement	NWS Developer	Recurring reimbursement of broadband charges
5	Interest subsidy on eligible loans	NWS Developer	Recurring interest subsidy on term loans
6	Skill-linked demand generation support	Eligible Skilling Organization	Per-participant incentive for programs conducted at NWS hubs. IT Department shall identify and approve the organization.

5.2. Rental support

1) Category A NWS – Government Buildings

a. For the first NWS Facility in each Mandal operating from a Government Building, rent shall be fully exempt (100% rent exemption) for a period of five years from the Operational Date.

b. NWS Facilities that come later, in Government Buildings in the same Mandal, shall pay rent at rates as notified by the Government or owning department.

2) Category B NWS – Private Buildings

a. For NWS Facilities in Private Buildings, rental support of 50% of actual rent shall be provided, subject to a ceiling of INR 6 lakh per year, for a period of up to five years from the Operational Date. For the purposes of these Guidelines, this maximum duration is prescribed in view of the nature of the incentive and shall be subject to budget availability.

b. Rental support shall be admissible only where there is a registered lease or rental agreement, and rent is paid through banking channels.

5.3. Interior development support

1) One-time capital support shall be provided towards interior works including furniture, fixtures, partitions, flooring, electrical and plumbing works required to make the NWS Facility operational.

Table 3: Interior development support

Facility status in Mandal	**Support on eligible interior cost**	**Maximum support per facility**
First NWS Facility	60%	INR 15 lakh

Subsequent NWS Facilities	50%	INR 7.5 lakh

2) Eligible expenditure shall be incurred on or after the date of in-principle approval and before, or within 6 months of, the Operational Date.

3) Interior support claims shall be submitted within 12 months from the Operational Date or before the closure of the Policy period, whichever is earlier.

5.4. IT hardware and facilities setup support

1) One-time capital support of 50% of eligible IT hardware and facilities setup expenditure, subject to a ceiling of INR 5 lakh per NWS Facility, shall be provided.

2) Eligible items include core networking equipment, shared computing devices, video conferencing equipment, printers, scanners and related infrastructure, procured on or after the date of in-principle approval and used primarily for the NWS Facility.

3) IT hardware support claims shall be submitted within 12 months from the Operational Date or before the closure of the Policy period, whichever is earlier.

5.5. Broadband reimbursement

1) Reimbursement of 50% of broadband charges, subject to a ceiling of INR 1 lakh per year per NWS Facility, shall be provided for a period of up to five years from the Operational Date.

2) The broadband plan shall provide a minimum committed speed of 300 Mbps or such standard as may be notified by the Department from time to time, and services shall be obtained from licensed service providers.

5.6. Interest subsidy

1) Interest subsidy at the rate of 8% per annum, subject to a ceiling of INR 10,000 per month per NWS Facility, shall be provided on term loans availed from eligible financial institutions for interior development and IT hardware.

2) Interest subsidy shall be admissible for up to five years from the date of first disbursal of the eligible loan or until repayment, whichever is earlier.

3) Claims shall be submitted, every year, starting within 12 months from the Operational Date or before the closure of the Policy period, whichever is earlier.

5.7. Skill-linked demand generation incentives

1) Private skilling programs

a. Eligible Skilling Organisations conducting skilling programs at approved NWS Facilities shall be eligible for INR 100 per participant per program, for up to three programs or certifications per participant under this scheme.

b. The total incentive shall be limited to INR 10 lakh per Eligible Skilling Organisation for the first 100 eligible programs conducted across NWS Facilities in Andhra Pradesh under the Policy.

c. CCITEI shall review and approve the list of programs and organizations that can be eligible for this program. The organizations should ensure physical proof of the participation captured using a webcam combined with proof of completion of the program, along with other details of the participant such as name, aadhar number, qualifications, name of course, skill set trained etc.

d. District IT officer shall verify the proof and submit the same to CCITEI for approval.

2) Government skilling programs

a. Government departments and agencies may use NWS Facilities as training centres and shall pay appropriate usage fees to NWS Developers.

b. NWS operator can determine the usage charges and payment terms.

c. IT,E&C department shall not be responsible for either for payment or for verification of such programs.

5.8. Common conditions

1) Incentives shall be available only to CCITEI approved NWS Facilities that remain operational during the period for which support is claimed and continue to meet the eligibility conditions

2) No expenditure shall be claimed simultaneously under this Policy and any other State Government scheme for the same purpose. Where schemes overlap, the beneficiary shall exercise an option.

3) All incentives shall be released through bank transfer and shall be subject to applicable taxes and statutory deductions.

6. APPLICATION, APPROVAL AND TIMELINES

6.1. Mode of application

1) Applications for approval of NWS Facilities shall be submitted in the prescribed format on the online portal notified by the Department.

2) Applications shall contain details of the proposed NWS Facility including location, Mandal, category, built-up area, proposed layout, infrastructure plan, estimated capital cost, funding plan and implementation timeline, along with basic registration documents of the applicant.

6.2. Stages of approval Table

Table 4: Stages of approval and key actions

Stage	Actions by NWS Developer	Actions by Government / CCITEI
Stage 1 – In-principle	Submit application with details and documents	Scrutiny and decision by CCITEI
Stage 2 – Implementation	Execute lease/licence; complete interiors and IT set- up	Facilitation: verification District IT Officer
Stage 3 – Operational	File Operational Date declaration on online portal	Verification by District IT officer and submission of report to CCITEI

1. The CCITEI shall conduct preliminary scrutiny for completeness and eligibility within 30 days of receipt of application.
2. Following in-principle approval, the NWS Developer shall execute the required licence or lease agreement for the premises and complete interior works and IT setup generally within 12 months of approval. In deserving cases, CCITEI may grant an extension of up to 6 additional months, based on reasons recorded.
3. On readiness for commercial operations, the NWS Developer shall submit an Operational Date declaration in the prescribed format. The Department may verify compliance with minimum standards and record the Operational Date.
4. Eligibility for operational incentives (rental support, broadband reimbursement, interest subsidy and skill-linked incentives) shall commence from the recorded Operational Date. Capital support (interiors and IT hardware) shall be based on eligible expenditure incurred after in-principle approval from CCITEI

7. DISBURSAL, CLAIMS, DOCUMENTATION AND MONITORING

7.1. General claim procedure and timelines

1) Incentives shall be disbursed on a quarterly basis, on the basis of claims submitted in the prescribed formats.

2) Claims for a given Quarter shall be submitted within 45 days of the end of that Quarter. Quarterly timelines apply to:

a. Rental support (Category B NWS).

b. Broadband reimbursement.

c. Interest subsidy.

d. Skill-linked demand generation incentives.

3) Capital support claims (interior development support and IT hardware support) are one-time claims and shall be submitted within 12 months of start of operations

4) CCITEI shall scrutinise claims, seek clarifications where required and place consolidated proposals for sanction before the competent authority in the Department.

7.2. Documentation requirements

Table 5: Documentation requirements for incentive claims

Incentive Category	Key documents required
Interior development support	i. Item-wise list of interior works and costs ii. Tax invoices iii. Proof of payment through banking channels iv. Chartered Accountant (CA) certificate confirming capitalisation and non-duplication under other schemes v. Photographs/layout showing completed interiors.
IT hardware and facilities support	i. Item-wise list of equipment ii. Tax invoices iii. Proof of payment through banking channels iv. CA certificate confirming capitalisation and non-duplication v. Brief network/equipment layout.
Rental support (Category B)	i. Copy of registered lease/rental agreement (first claim and whenever renewed) ii. Rent payment proof (bank statement/receipts) for the Quarter iii. Self-declaration that the NWS Facility remained operational during the Quarter.
Broadband reimbursement	i. Broadband bills for the Quarter indicating plan and speed ii. Proof of payment iii. Self-declaration that service remained active for users during the Quarter.
Interest subsidy	i. Loan sanction letter and repayment schedule (first claim) ii. Bank/loan account statement showing interest charged and paid for the Quarter iii. CA certificate indicating portion of loan used for eligible interiors/IT hardware.

Skill-linked incentives	i. Program-wise details (NWS location, title, dates, duration, outline) ii. Participant lists with unique identifiers and attendance iii. Completion/assessment summary iv. Certification from the NWS Developer that the program was conducted at the NWS Facility.

1) Incomplete claims or claims lacking mandatory documentation may be returned for rectification. Revised claims shall be resubmitted within 30 days of intimation.

7.3. Non-compliance and recovery

1) If an NWS Facility is found to have obtained incentives by misrepresentation or use of falsified records, the Department may suspend further support and initiate recovery of incentives already disbursed, after issuing a show-cause notice and providing an opportunity of being heard.

2) If an NWS Facility ceases operations permanently before completion of the incentive period, the NWS Developer shall intimate the Department within 30 days of closure.

3) CCITEI may decide on continuation or discontinuation of further incentives based on reasons recorded.

4) Where recovery is ordered, the Department may recover the amount as arrears of land revenue or in such other manner as may be prescribed under applicable laws.